OIPE JC133
NOV 28 2003
PATENT & TRADEMARK OFFICE

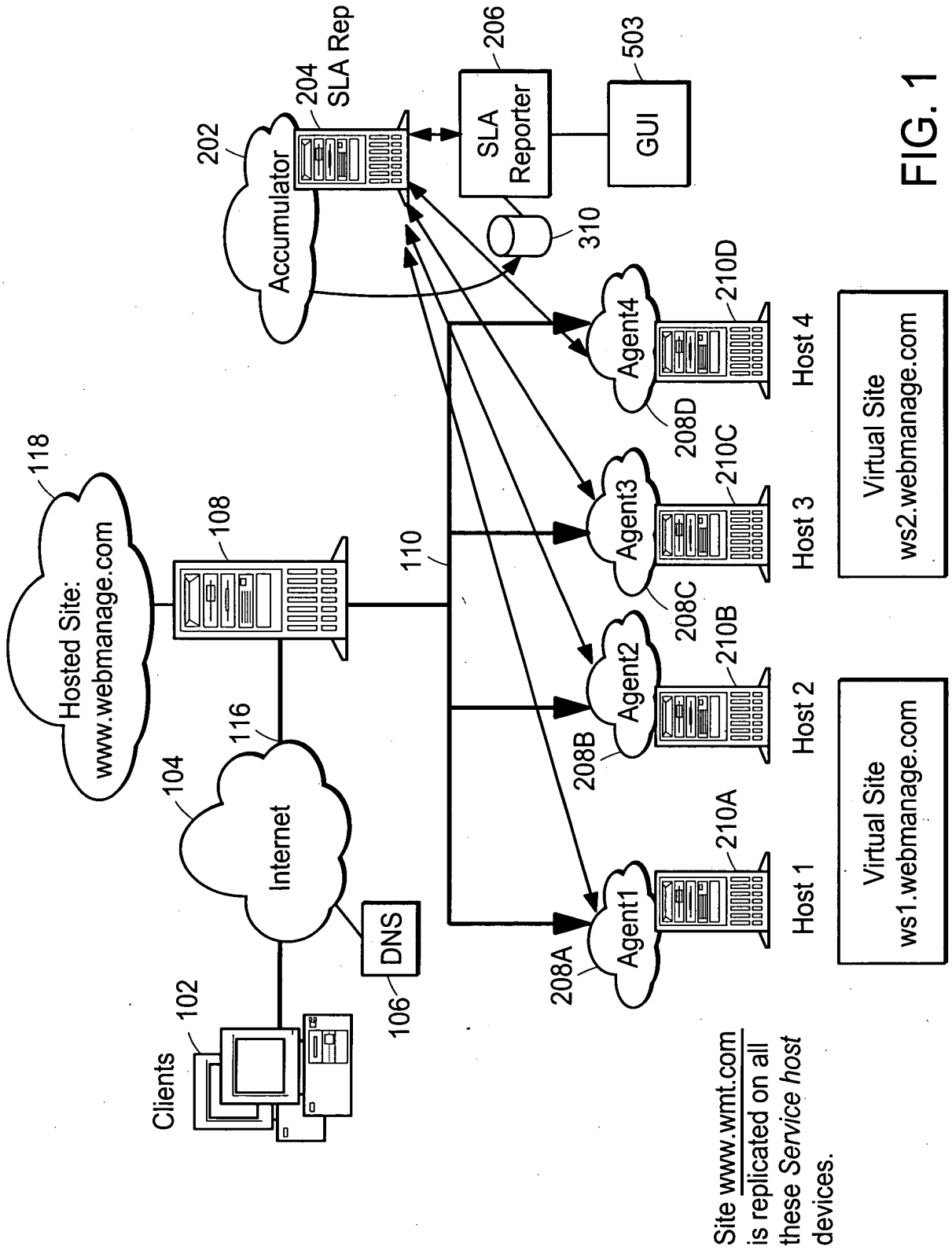
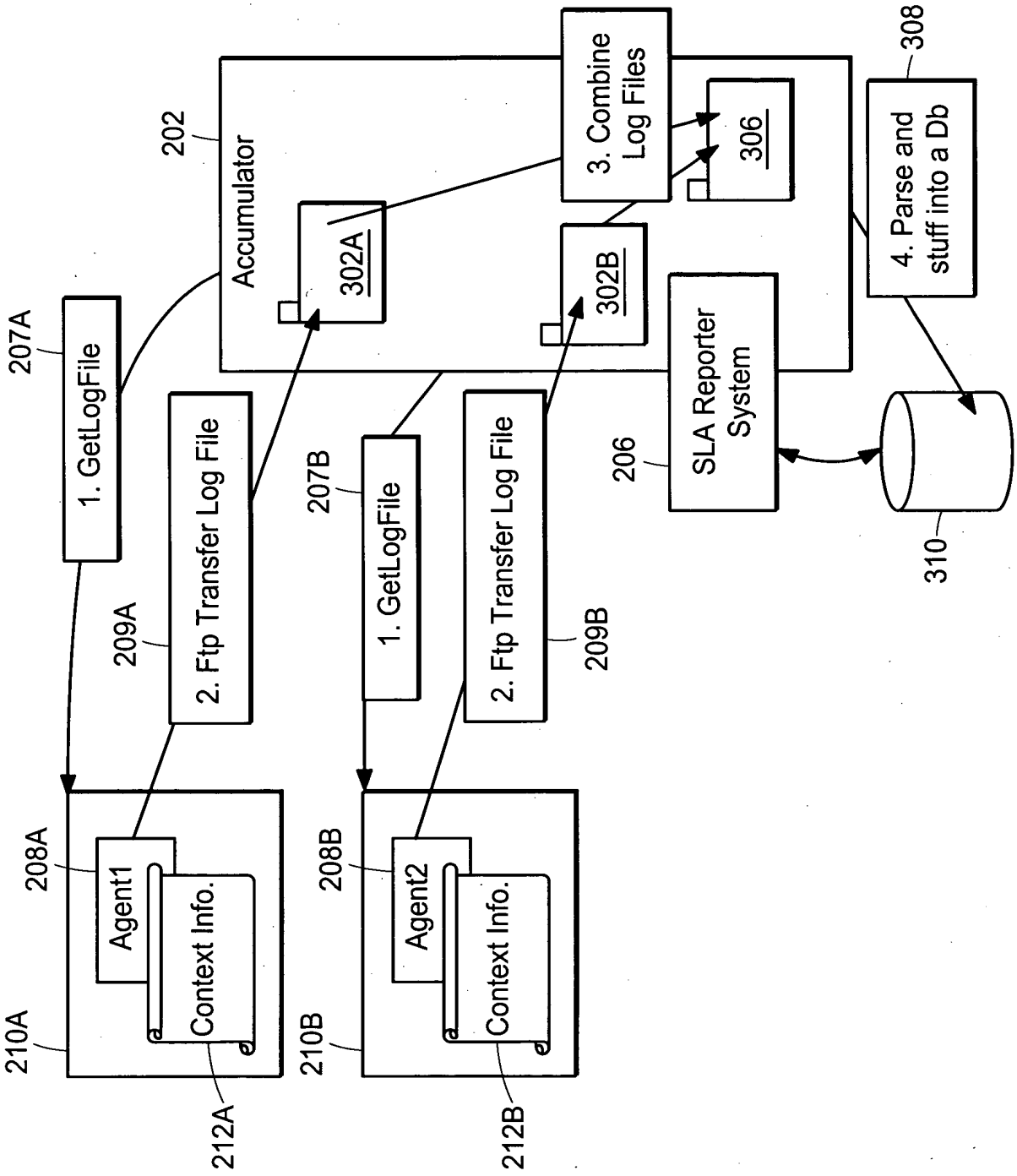


FIG. 1

OIPE JC133 NOV 28 2003 PATENT & TRADEMARK OFFICE

FIG. 2



OIPE JC133 NOV 28 2003 PATENT & TRADEMARK OFFICE

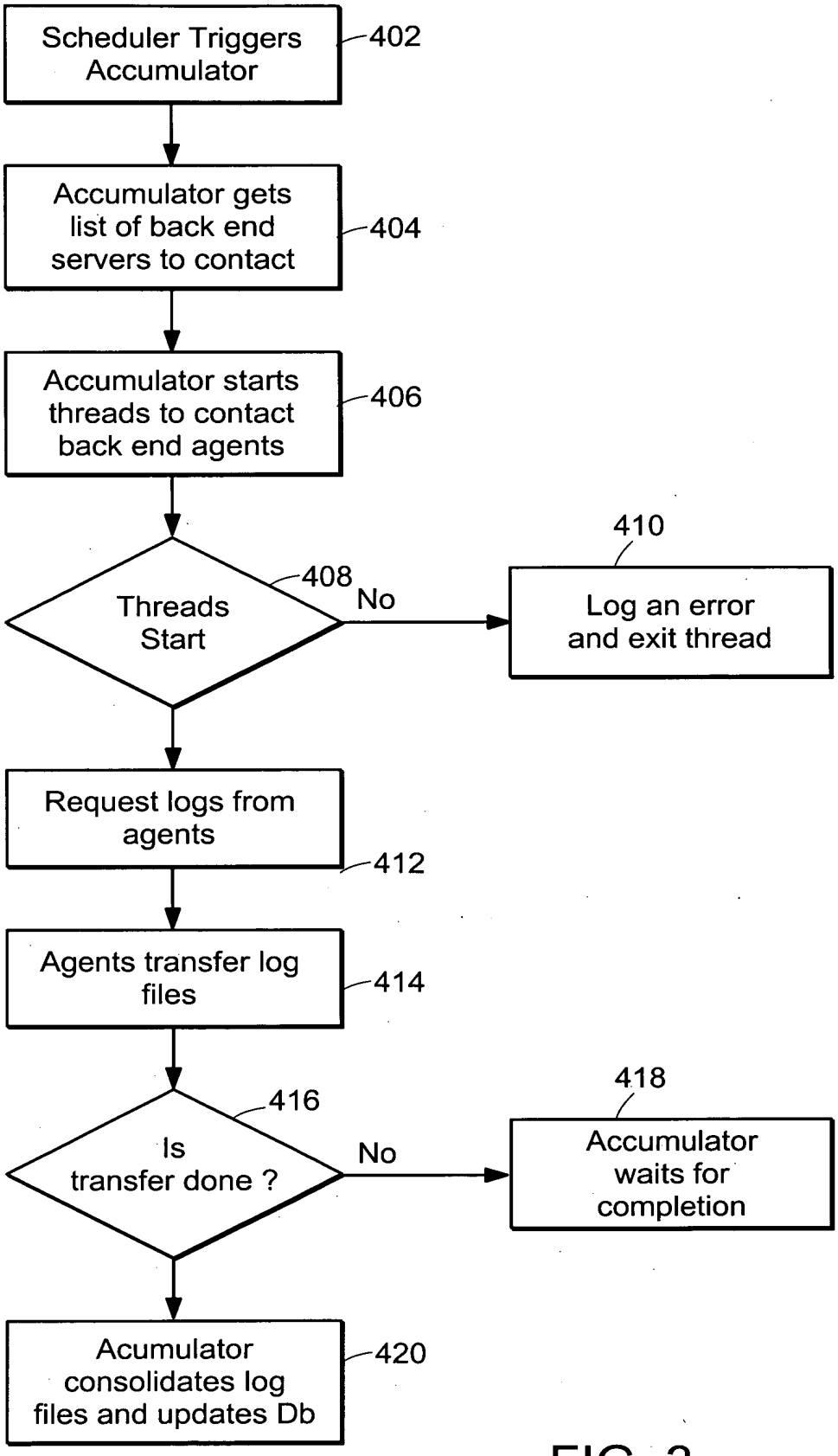


FIG. 3

OIPE JC133 NOV 28 2003 PATENT & TRADEMARK OFFICE

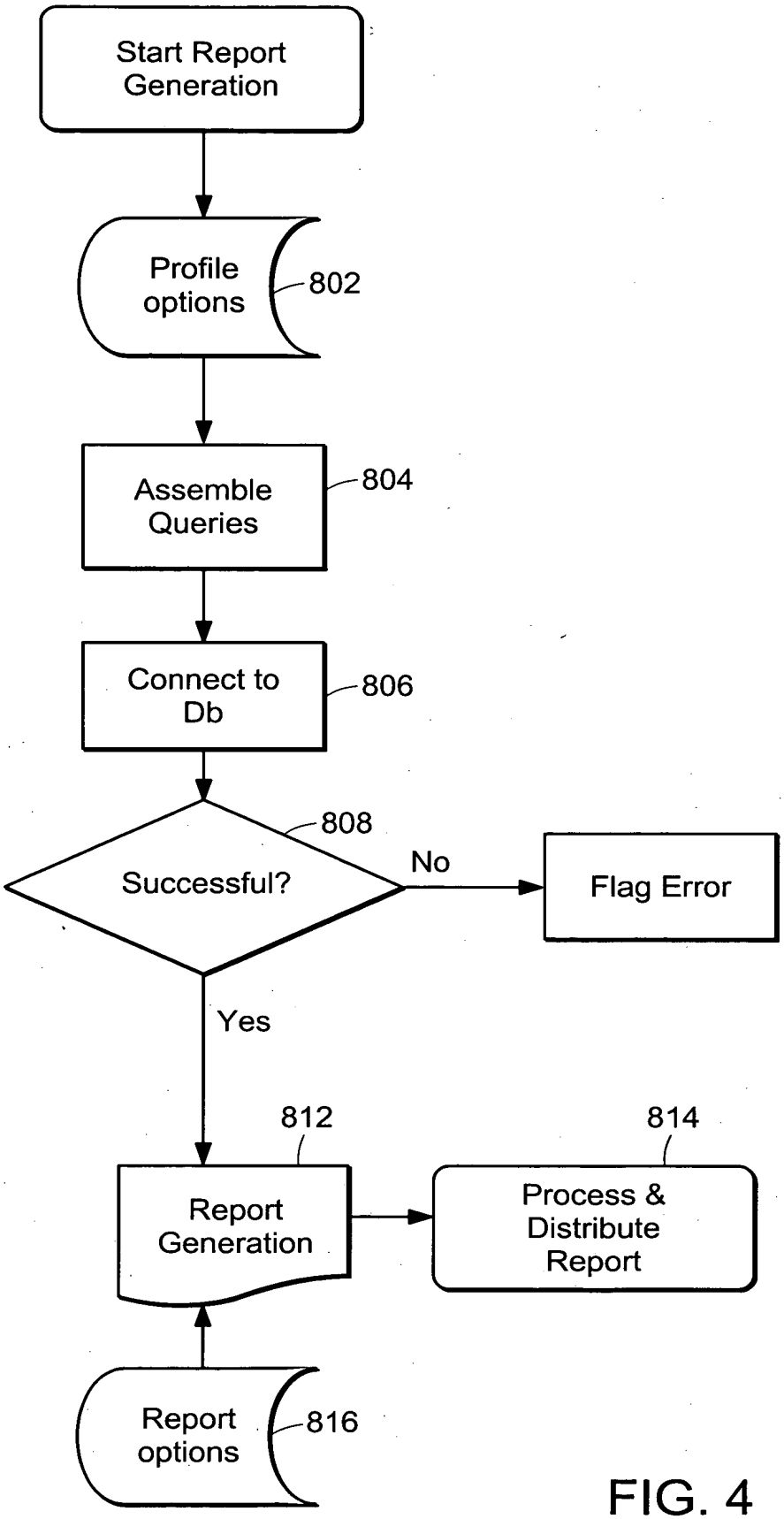


FIG. 4

OIPE
NOV 28 2003
PATENT & TRADEMARK OFFICE
JC#33

URL Based SLA Query									
	Page Name	Requests	Visits	Subscribed Avg.RT (Sec)	Actual Avg. RT (Sec)	% Deviation	Subscribed Error Rate	Actual Error Rate	% Deviation
1	Webmanage HomePage /homepage.html	62	33	5	5	0	3	1	33.3
2	Default Page /index.html	36	19	5	8	-60	3	3	0
3	Product Details of Webmanage /products/products.html	12	6	5	6	-20	3	2	+33.3
4	About Webmanage /company/aboutus.html	4	2	5	7	-40	3	0	+100
5	Main page /main.html	4	2	5	3	+40	8	0	+100
6	Enroll for Product Evaluation!! /products/evaluation.html	4	2	5	4	+20	3	2	+33.3
	Total	92	64						

FIG. 5A

OIPE JC133 NOV 2 8 2003 PATENT & TRADEMARK OFFICE

Back-end Virtual Site Based SLA

	Virtual Site Name/IP	Subscribed Avg.RT (Sec)	Actual Avg. RT (Sec)	% Deviation	Subscribed Error Rate	Actual Error Rate	% Deviation
1	Ws1.bu.edu	5	1	+80	3	2	+33.3
2	Ws1.wmt.edu	5	1	+80	3	2	+33.3
3	Ws2.bu.edu	5	3	+40	3	0	+100
4	Ws2.wmt.com	5	4	+20	3	1	+60

FIG. 5B

Back-end Server Based SLA

	Server Name/IP	Class	Subscribed Avg.RT (Sec)	Actual Avg. RT (Sec)	% Deviation	Subscribed Error Rate	Actual Error Rate	% Deviation
1	Server1	Platinum	5	1	+80	3	2	+33.3
2	Server2	Platinum	5	8	-60	6	10	-66.6

FIG. 5C

OIPE JC103
NOV 28 2003
PATENT & TRADEMARK OFFICE

Total Bandwidth

	Bandwidth Subscribed (KB)	Actual Bandwidth (KB)	% Deviation
1	9000	7900	+12.2

FIG. 5D

Bandwidth Utilized by each Backend Server

	Virtual SiteName/IP	Backend Web Server	Bandwidth (KB)
1	Ws1.wmt.com	Server1	1200
2	Ws1.bu.edu	Server1	2300
3	Ws2.wmt.com	Server2	3400
4	Ws2.bu.edu	Server2	1000
	Total		7900

FIG. 5E

OIPE
NOV 28 2003
PATENT & TRADEMARK OFFICE
JC133

Class Based SLA							
	Class	Subscribed Avg.RT (Sec)	Actual Avg. RT (Sec)	% Deviation	Subscribed Error Rate	Actual Error Rate	% Deviation
1	Platinum	5	3	+40	3	0	+100
2	Gold	5	4	+20	3	4	-20
3	Silver	5	5	0	3	2	+33.3

FIG. 5F

User Based SLA Query								
	User Name/IP	Class	Subscribed Avg.RT (Sec)	Actual Avg. RT (Sec)	% Deviation	Subscribed Error Rate	Actual Error Rate	% Deviation
1	IBM	Gold	5	2	+60	3	1	+66.6
2	Microsoft	Gold	5	6	-20	6	3	+50
3	INTEL	Platinum	9	5	+44.4	8	5	+37.5

FIG. 5G